

MOTION BY SUPERVISOR DON KNABE

REVISED

The Board of Supervisors continues to have persistent problems with the reliability of our computer systems. The on-going instability of our network has decreased productivity and caused for serious delays in responding to constituent needs. The persistence of problems also raises concerns about the security of our network and computer systems.

~~I therefore move that the Board of Supervisors direct the Executive Office, in consultation with the Chief Administrative Office and other pertinent departments, to immediately hire an independent consultant to review our computer and network systems and report back to the Board within 14 days as to what the problems are and a corrective action plan to ensure the stability of our network.~~

I, THEREFORE MOVE that the Board of Supervisors direct the Auditor/Controller to obtain a contract to immediately hire an independent consultant to review our computer and network systems and report back to the Board within 60 days as to what the problems are and a corrective action plan to ensure the stability and high-reliability

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of our network and computer systems. At a minimum, the consultant should review the following:

- Stability of the computer network serving the Board of Supervisors offices
- Server and software redundancy capabilities
- Backup and data recovery issues
- Failover capabilities
- Staffing levels for organizations that service the computer and network systems for the Board of Supervisors offices
- Technical and end-user staff training
- Customer support and problem resolution procedures

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MG:di